



Sales Strategies

استراتيجيات المبيعات

Urgent Bulletin

نشرة عاجلة

Electronic ticket Synchronization

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GDSs Travel Service Providers

For information: All Sales Manager & GMs

Introduction

Saudi Arabian Airlines has developed a new automatic synchronization feature for electronic tickets in its host system, which is mainly used to match all types of bookings with Coupon Number, for all kinds of passengers.

The automatic synchronization feature works to prevent adding the same coupon to more than one PNR at the same time. This will prevent repeating mistakes of adding same coupon number to more than one PNR.

Advantages:

1- An automatic rejection warning will be displayed whenever trying to add the same coupon number to a different PNR with a message showing the original PNR attached to that coupon.

The following example shows the system's response in case of coupon rejection:

COUPON ALREADY MATCHED IN ANOTHER PNR - C2/RLC2P2FKE

Where:

C2 : Coupon number

RLC : Record locator (PNR)

2- Identifying ticket status (name / Booking class / Coupon status).

3- Revalidating the ticket automatically, in case of schedule changes.

Entry: FHE065-1234567890/Cn/Sn/Pn

FHE : Basic entry to add E-ticket number in PNR

Cn : Coupon number

Sn : Sector number in PNR

Pn : Passenger number in PNR

Examples:

1- Adding matching E-ticket to a PNR

- Display PNR



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>RT5R5YPI

TICKET REVALIDATION/REISSUE IS RECOMMENDED

--- TST RLR ---

RP/JEDSV0907/JEDSV0907 AZ/SU 6DEC11/1138Z 5R5YPI 1.ALRRAIDEES/ABDULRAHMAN MR

2 SV1056 J 07DEC 3 JEDRUH HK1 3 0100 0240 *1A/E*

3 SV1057 J 09DEC 5 RUHJED HK1 SV 0100 0230 *1A/E*

4 AP M

5 TK OK06DEC/JEDSV0907

6 OPW-03DEC:2300/1C7/SV REQUIRES TICKET ON OR BEFORE 06DEC:2200/S2-3 7 OPC-

06DEC:2300/1C8/SV CANCELLATION DUE TO NO TICKET/S2-3

- Display E- ticket

>TWD/TKT065-2400001197

TKT-0652400001197 RCI- 1A LOC-5R5YPI

OD-JEDJED SI- FCMI-0 POI-JED DOI-06DEC11 IOI-71492610

1.ALRRAIDEES/ABDULRAHMAN ADT S I

1 OJED SV1040 J 06DEC1700 OK J2SVR O 2PC

2 ORUH SV1057 J 07DEC0100 OK J2SVR O 2PC

JED

FARE F SAR 1580.00

TOTAL SAR 1580.00

/FC JED SV RUH790.00SV JED790.00SAR1580.00END

FP CASH

- Adding the E-ticket to the PNR with specified (coupon no./sector/passenger)

>FHE065-2400001197/C2/S2/P1

TICKET REVALIDATION/REISSUE IS RECOMMENDED

--- TST RLR ---

RP/JEDSV0907/JEDSV0907 AZ/SU 6DEC11/1138Z 5R5YPI

1.ALRRAIDEES/ABDULRAHMAN MR

2 SV1056 J 07DEC 3 JEDRUH HK1 3 0100 0240 *1A/E*

3 SV1057 J 09DEC 5 RUHJED HK1 SV 0100 0230 *1A/E*

4 AP M

5 TK OK06DEC/JEDSV0907

6 OPW-03DEC:2300/1C7/SV REQUIRES TICKET ON OR BEFORE 06DEC:2200/S2-3

7 OPC-06DEC:2300/1C8/SV CANCELLATION DUE TO NO TICKET/S2-3

8 FHE 065-2400001197/C2/S2

- Update (revalidate) the e-ticket and end the process

>TTP/ETRV/L8/S2/E2

TICKET REVALIDATION/REISSUE IS RECOMMENDED

--- TST RLR ---

RP/JEDSV0907/JEDSV0907 AZ/SU 6DEC11/1140Z 5R5YPI 1.ALRRAIDEES/ABDULRAHMAN MR

2 SV1056 J 07DEC 3 JEDRUH HK1 3 0100 0240 *1A/E*

3 SV1057 J 09DEC 5 RUHJED HK1 SV 0100 0230 *1A/E*

4 AP M

5 TK OK06DEC/JEDSV0907

6 OPW-03DEC:2300/1C7/SV REQUIRES TICKET ON OR BEFORE 06DEC:2200/S2-3

7 OPC-06DEC:2300/1C8/SV CANCELLATION DUE TO NO TICKET/S2-3 8

FHE 065-2400001197/C2/S2

>TTP/ETRV/L8/S2/E2 OK PROCESSED - 5R5YPI



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2- Example of system response when Adding E-ticket that is already added to another PNR

- Display PNR

>RT5HXSBY

RP/JEDSV0907/JEDSV0907 PF/SU 24OCT11/0754Z 5HXSBY

1. MAHFOUZ/SALEHSALIMMR

2 SV 301 J 28OCT 5 JEDCAI HK1 SV 0955 1100 *1A/E*

3 SV 302 J 30OCT 7 CAIJED HK1 1 2000 2300 *1A/E*

4 AP M0

5 TK OK24OCT/JEDSV0907

6 OPW-23OCT:1100/1C7/SV REQUIRES TICKET ON OR BEFORE 26OCT:1000/S2-3

7 OPC-26OCT:1100/1C8/SV CANCELLATION DUE TO NO TICKET/S2-3

- Display E-ticket

>TWD/TKT065-2897512209

TKT-0652897512209 RCI- 1G LOC-2P2FKE

OD-JEDJED SI- FCMI-G POI-JED DOI-21SEP11 IOI-71201034

1. MAHFOUZ/SALEHSALIMMR ADT S I

1 OJED SV 303 J 24OCT1725 OK JIFRT O 24OCT24OCT 45K

2 OCAI SV 302 J 25OCT2000 OK JIFRT O 25OCT25OCT 45K

JED

FARE F SAR 4181.00

TAX SAR 50.00UR

TAX SAR 4.00EQ

TAX SAR 89.00XT

TOTAL SAR 4324.00

/FC JED SV CAI 557.43 SV JED 557.43 NUC1114.86END ROE3.7502 XT 3 2.00JK57.00QH

- Adding the E-ticket to the PNR with specified (Coupon No./Sector/Passenger)

>FHE065-2897512209/C1-2/S2-3/P1

RP/JEDSV0907/JEDSV0907 PF/SU 24OCT11/0754Z 5HXSBY 1.BINMAHFOUZ/SALEHSALIMMR

2 SV 301 J 28OCT 5 JEDCAI HK1 SV 0955 1100 *1A/E*

3 SV 302 J 30OCT 7 CAIJED HK1 1 2000 2300 *1A/E*

4 AP M0

5 TK OK24OCT/JEDSV0907

6 OPW-23OCT:1100/1C7/SV REQUIRES TICKET ON OR BEFORE 26OCT:1000/S2-3

7 OPC-26OCT:1100/1C8/SV CANCELLATION DUE TO NO TICKET/S2-3

>FHE065-2897512209/C1-2/S2-3/P1

COUPON ALREADY MATCHED IN ANOTHER PNR - C2/RLC2P2FKE

• Notes:

- To add a conjunction e-ticket, use this entry:

FHE065-2412345622-23/C1-5/S2-6/P1

- The e-ticket coupons must be used in sequence. This is especially true for SAUDIA international flights.

Any abuse of this feature will be liable to a penalty according to SAUDIA policies and procedures.